

Technology and Telehealth for an Ageing Population

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BGS Spring Meeting

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Older People and Technologies ⁽¹⁾

- **Beware Ageism**

All the negatives around 'retirement'

Older people separate group; technology averse; incompetent; older people as dependent

- **Some Barriers around Technologies e.g. for Internet Use**

(draws on survey Age UK 'Later Life in a Digital World')

Lack of skills; outside of comfort zone

Satisfied with status quo ... 'why bother?'

Cost

Belief that Internet is an unsafe place

Loss of face to face contact

Can use internet 'by proxy'

Dexterity and sensory impairments ...

Older People and Technologies ⁽²⁾

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Dexterity and sensory impairments ...

- **But balanced by**

Technology enthusiasts

New tranche of older people in work

Better designs (accessibility, interoperability)

Better understandings of 'consumer' market

... consider mobile phones and apps,
too; and interactive TV

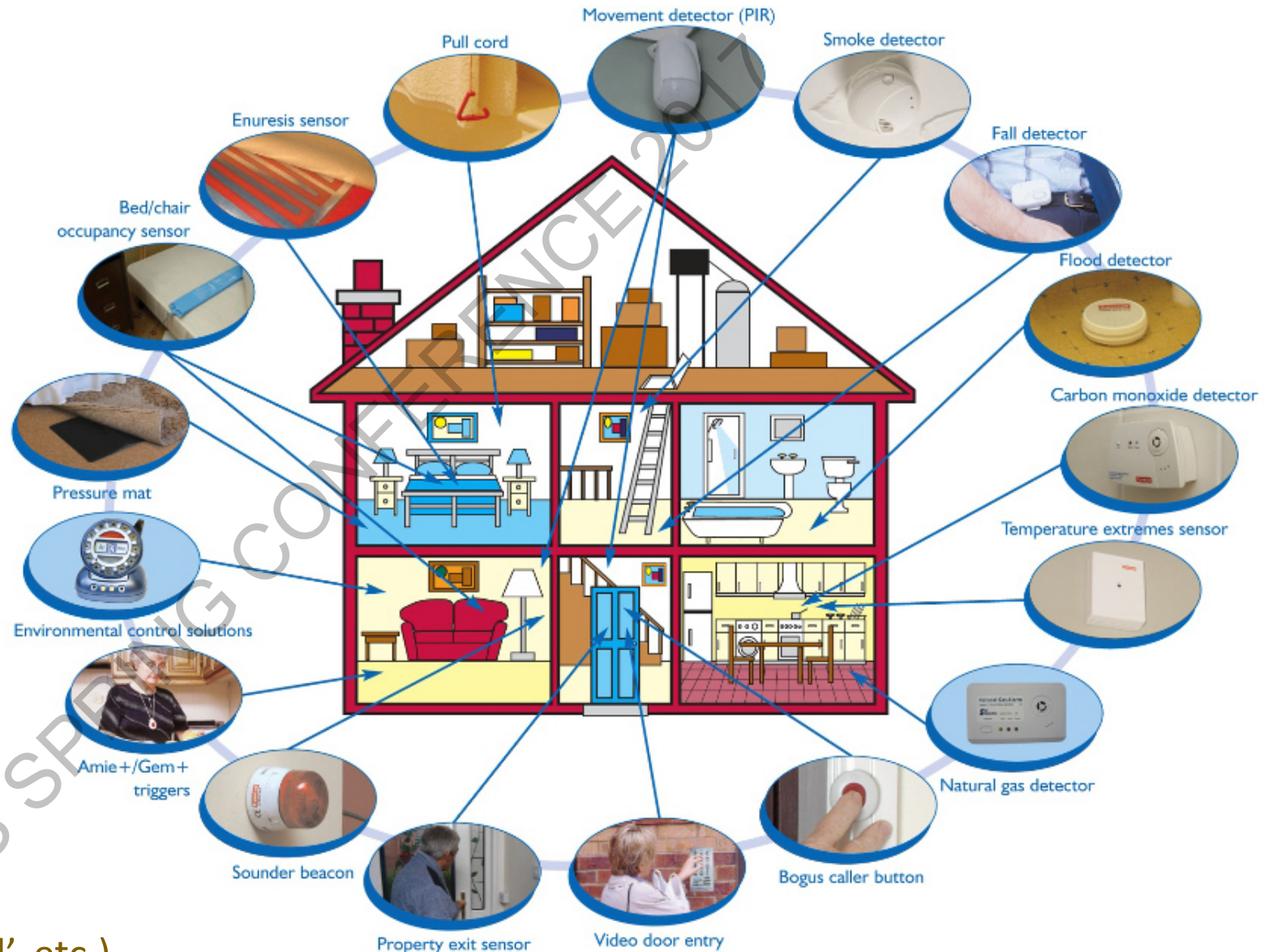
... go to telecare and telehealth

Top-Down Telecare and Social Alarms



Top-Down Telecare and Social Alarms

- Technology Driven
 - Emphasis on surveillance
 - Mainly for emergencies
(the clue is in the name!)
 - No pointer to empowerment
 - No pointer to transformed lives
 - Not my favourite diagram
(understatement!)
- ... but proven benefits
(falls, security, 'peace of mind', etc.)



A Broader Perspective ⁽¹⁾

Telehealth is ...

the means by which technologies and related services concerned with health and well-being are accessed by people or provided for them irrespective of their location

Adopted by the TeleSCoPE project and taken forward by the Telehealth Quality Group

... because services must maintain an ethos that responds better to people's needs and choices.

Underpins the TQG's International Code of Practice for Telehealth Standards

What is the TQG? ...

Telehealth
Quality
Group



www.telehealth.global

The Telehealth Quality Group (TQG)?

Non-profit making partnership with 4 Directors

including Dr Malcolm Fisk (UK) and Dr Kevin Doughty (UK)

Other directors in EU countries

Carrying forward work of European Commission funded TeleSCoPE project

that developed the European Code ... that is now the
International Code of Practice for Telehealth Services ...

Membership Organisation

A growing community of organisations providing, commissioning and
supplying telehealth services ...

Sharing knowledge

... events in Manchester, Luxembourg and Oslo to date

... more planned

Research and consultancy (work for Pobal and the European Commission)

The logo for the Telehealth Quality Group is a green rounded rectangle. Inside, the words "Telehealth", "Quality", and "Group" are stacked vertically in white sans-serif font. At the bottom left of the rectangle are two small white dots, one above the other.

Telehealth
Quality
Group

www.telehealth.global

Telehealth Quality Group (TQG) Members



... more in the pipeline ... and your organisation?

www.telehealth.global

A Broader Perspective? ⁽²⁾

Telehealth has ... many domains

- ... including social alarms
- ... including telecare
- ... including vital signs monitoring
- ... including activity monitoring
- ... including mHealth
- ... including remote consultations
- ... telemedicine
- ... and more

Wide definition (per the TQG) fully fits with the new world of telehealth *and* embraces telecare and social alarms

- ... telehealth and telecare on convergent paths, but where is the integration?

An International Perspective? ⁽¹⁾

- **Common Agendas around ...**

- Demographic change, economic and social imperatives
- Social norms that can undermine and marginalise older people
- Technological changes (opportunities *and* threats) including mHealth
- Fears about information, data (lack of trust)
- Reality of operating in silos (municipal authority structures, funding frameworks, etc.)
- Professional defensiveness (helping maintain, even re-enforce, the silos)
- Timid governments (and related political factors)

- **Different Heritage?**

- UK, US and other nations well developed in terms of number of service users
- ... but not well-developed in relation to e.g.
 - (a) service integration
 - (b) adoption of new service models
- ... and Scandinavian countries are showing the way on digital systems



A Norwegian Snapshot

dignio

- **Oslo**

- 4 Districts involved in pilot for Norwegian National Programme

- ... Dignio (a TQG member) actively involved

- 'Strategic shift of health care and rehabilitation activities towards goal of re-ablement'

- Offers of assistive technologies (including medication dispensers and digital pendants)

- Focus on people with chronic diseases

- 200 citizens involved

- ... increased confidence

- ... majority satisfied with fewer visits from carers

- ... average reduction of 34% in home (care) visits

- ... average care time reduction (at home) by 59%

- ... reduction in hospital admissions by 20%

- ... reduction of length of hospital stays (number of nights) by 32%

- Lesson learnt ... "Do not start with the technology"

Are we Trapped in Old Models?

- **Telecare trap?**

Technology driven (TSA definition)

‘the continuous, automatic and remote monitoring of users by means of sensors’? per TSA

❌ Wrong approach ... fails to acknowledge older people as consumers, free agents; based on ‘alarm’ not empowerment mentality.

- **Telehealth trap?**

Clinician driven (TSA definition)

‘the remote exchange of data between a patient at home and their clinician(s)’? per TSA

❌ Wrong approach ... based on a sickness model of older age; fails to open agenda to embrace public and preventative health (lifestyles and behaviours, self-management, etc.) – relevant for *all* ages.

- **Telehealth is ...**

People and service driven

The means by which technologies and related **services** concerned with health and **well-being** are **accessed** by people or **provided** for them irrespective of their location

✅ Right approach. Helps escape from ‘delivery’ (one way - we know what is good for you) model of care.

International Code of Practice for Telehealth Services – What's Special?

Incorporates ISO/TS 13131 Quality Planning Guidelines for Telehealth Services

Flexible 'framework' approach that facilitates innovation and service changes

User oriented

International perspective

Developed with thorough knowledge of standards

Developed with thorough knowledge of changing service context

Able to be self-assessed or independently assessed through DNV GL

Significant new clauses around special skills and information security in 2017 version

Part of the future, not stuck in the telecare or telehealth 'trap'



DNV·GL

Telehealth
Quality
Group



www.telehealth.global

PROGRESSIVE Project: Primary Objective



Coordination and Support Action
(€906,000 over 2 years)

... to set in place
a dynamic and sustainable
framework where the
contribution of standards
and standardisation for ICT
can be maximised for
Active and
Healthy Ageing



PROGRESSIVE Response: Interactive Platform

via www.progressivestandards.org



Interactive Platform for

... documenting relevant standards

- Filtered to ensure 'relevance'
- Searchable by topic
- Abstract and description
- Other detail regarding currency of standard ^{PTO}



PROGRESSIVE Response: Consultations / Fora

via www.progressivestandards.org

AENOR

Project Standardisation Forum in Brussels

... report and consult on 'direction of travel' of project

- *involving range of stakeholders*
- *referencing domains and fields*
- *working on framework for co-production*



AENOR

Launch event in Brussels

... guidelines

... new 'Forum for European AHA Standards' established



Round Up

- **Trapped in Old Service Models**

For products and services - links to ageism ... we must beware!
Technology or clinician driven approaches (one-way 'delivery' rather than 'provision')
Designs (of technologies and services) are the key ... e.g. Internet, mobile phones
Need to recognise people / consumer perspective

- **Particular Issues for Telehealth**

Context of service integration .. not being achieved well in the UK (yet!)
Dramatic rate of adoption of new technologies (including mHealth) ... *all* ages
International Code of Practice for Telehealth Services (TQG) ★

- **Potential (bigger) Role for Standards**

PROGRESSIVE Project ... focused on standards (and the standardisation process)
around ICT and 'Active and Healthy Ageing' ★

- **Take Home Message**

Change is happening! We'll get there!

★ ... promoting a better, more user
(consumer) oriented ethos

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Thank you! Diolch yn fawr!

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